

## Risk Management Tips for Patient Communication

### Patient safety goal: Shared decision-making with a fully informed patient

- Use plain language and simple explanations
- Avoid medical jargon and complex or specialized terms
- Speak clearly and be concise in a calm, even paced manner
- Assure patient understanding:
  - Use teach-back
  - Ask open-ended questions
  - Allow for additional questions
  - Ask patients to explain back to you how they will keep themselves safe
  - Check for understanding
- Provide printed materials
  - Review printed materials with the patient
  - Consider using CDC materials or MMIC's sample COVID-19 information
- Document all conversations in the medical record

### Patient safety goal: Successful follow-up instructions

- Provide printed resources for follow-up
  - Provide instructions related to change of medications or specific treatments required at home
  - Provide instructions for how and when to follow-up with your office, whether for next appointments, reporting change in condition, or for general questions
  - Offer convenient and various methods to connect – telephonic and electronic opportunities (e.g., patient portals, electronic visits), as appropriate including emergency contact information
  - Provide information on where the patient may find additional information about COVID-19 from reliable and credible sources, such as the State Health Department or the Centers for Disease Control
- If the patient has a primary care provider
  - Assure the patient has a primary care visit scheduled
  - Provide the PCP with all pertinent information regarding your care and treatment of the patient
- Include documentation in the medical record
- Be prepared for alternative follow-up care, if necessary
  - Patient decides to defer the elective surgery or procedure
  - Patient tests positive for COVID-19
  - Patient presents with symptoms after testing negative for COVID-19, prior to elective surgery or elective procedure
  - Patient develops symptoms after post-treatment within the infectious window
  - A staff member becomes positive or develops symptoms after caring for patient within the infectious window for patient exposure